



## Monthly SC Newsletter

### 6-HELP



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#### **How to Reach Us**

Are you confused about the network or e-mail?? Are you ready to smash your PC??? Well, please don't - just call the Technical Support Center for help !!!! 846-HELP (846-4357)

#### **Hours of Operation:**

Monday - Friday 0700 - 1630

#### **After Hours Network Problems:**

Customers with network problems after normal duty hours (1630-0630), on weekends and holidays should use the following steps:

- Call **853-PAGE (3-7243)**.

- The paging system will ask for the pager code. At this point dial **1124**.

- The system will then ask you to enter your phone number. Do so and then hang up.

#### **E-Mail Address:**

HELPLINE@PLK.AF.MIL



#### **TIP: How to Cascade "Control Panel" on the Start Menu**

- Select Windows Explorer.
- From your Win95 folder, select the Start Menu folder.
- Create a new folder and name it, exactly as follows.

**NOTE:** This must be all on one line, must include the period after Control Panel, the curly braces, all four hyphens, and the hex numbers exactly as shown.

**Control Panel.{21EC2020-3AEA-1069-A2DD-08002B30309D}**

After doing this, you'll get a folder in your Start Menu that's called **Control Panel** with a cascading menu that has all of the Control Panel contents in it.

## TIPS, TRICKS, & FAQs



#### **Microsoft Word v6.0**

**QUESTION:** *How can I eliminate General Protection Faults from occurring when printing from Microsoft Word?*

**ANSWER:** To eliminate these errors when printing from Microsoft Word v6.0, perform the following steps from within Word:

- From the Tools menu, select Options
- Select the Printing Tab.
- Turn off Background Printing from the Printing Options list.

### Microsoft Excel v5.0

**QUESTION:** *How can I freeze a section of Column/Row Headings so I can always view them regardless of my position in the spreadsheet?*

**ANSWER:**

- Position cursor in the cell immediately to the right and just below the information you want to freeze.
- Click on Window and select Freeze Pane.

**TO REMOVE**

- Click on Window and select Unfreeze Pane

### Adobe Acrobat Reader

**QUESTION:** *How can I access PDF files on the Web?*

**ANSWER:** We have made Acrobat Reader available on all the SC managed file servers. Login and perform the following steps.

- Go to the P:\PROGRAMS drive.
- Select the Winapps subdirectory.
- Select the Acrobat subdirectory from Winapps.
- Select the appropriate directory (Mac or PC).

**Macintosh Users:**

- Double click on Reader3.0b1 and Acrobat will begin it's install program.

**PC Users:**

- Select the appropriate directory (Win3X or Win95).
- Double click on Acroread and Acrobat will begin it's install program.

**NOTE:** Each of the above routines will give you the option of selecting the directory in which you would like Acrobat reader installed. In most cases, the default directory will be fine; but, you do have the option to change. The install program creates the program groups/folders for you.



## Advanced Users



Please check future issues for information in this area.

## ANNOUNCEMENTS / UPDATES / FIXES



### Remote Dial-In Number:

On 18 Nov 96, the remote dial-in number to the PL network was changed to 853-3668. Other remote dial-in numbers will not be affected. Numbers 262-2001 through 2008 were disconnected on this date.

### New Intranet Web Page:

The On-line Services link will be replaced with a new 'Intranet' link. The new link will include:

### Policies & Pubs

Commanders' Policies  
Commander's Announcements (read daily)  
Lab Policies/Standards  
Other Policies  
Electronic Publications  
Electronic Information

### Notices

Safety Notices  
Security Notices  
Official Notices (DISTE mail)  
Unofficial Notices

### Services

Access cc:Mail  
USENET Newsgroups  
Phillips Lab Phonebook  
Phillips Lab Kirtland Technical Library

- Please email your questions/comments to [webmaster@plk.af.mil](mailto:webmaster@plk.af.mil).

### World Wide Web (WWW) Browsers:

Beginning 6 Jan 97, PL/SC will only support Netscape 3.0 and Microsoft Internet Explorer 3.0. If you are using another browser, please call 6-4357 to schedule the installation of either Netscape (PL government employees) or Microsoft Internet Explorer (PL government contractors) on your PC or Macintosh.

**NOTE:** SC has a 1,000 copy license of Netscape for the Phillips Laboratory. Each installation is assigned to an individual. It is the user's responsibility to notify the Technical Support Center, 6-4357, if you change from your original pc/macintosh. We will need to uninstall Netscape in order to reinstall on your new equipment.

### Laboratory-Wide Blanket CSRDs:

Blanket CSRDs save you time and effort, and we now have three for FY97. They are:

PL-97-0590 - Software/Hardware Standards for PCs.  
PL-97-0591 - Software/Hardware Standards for MACs.  
PL-97-0592 - Software/Hardware Standards for UNIX Workstations and Network Connectivity.

PL/SC provides technical support for items on the blanket CSRDs. Some dollar amount limits apply to the UNIX Connectivity CSRD. Copies of the CSRDs are available in the Technical Support Center, Bldg 412, Room 164.

### New CSRD Form for ADPE:

All CSRDs for ADPE must be submitted on the new AFMC Form 321, C4 Requirements Document. The form is available from the WWW;  
[www.afmc.wpafb.af.mil/pdl/forms/afmc](http://www.afmc.wpafb.af.mil/pdl/forms/afmc).